ELEMENT: RESEARCH SUPPORT. Research Support is effectively conducted to meet programmatic needs, including new initiatives, evaluations and reports for project/program managers.

The rating official is satisfied that the incumbent usually performs in the following manner.

- Research is usually thorough and accurate and gathered through a variety of means, including interview, literature review, document review, and data collection.
- Work products are well organized, competently prepared, reflect sound judgment, show a clear understanding of project requirements, and are typically produced in a timely manner to the customer's satisfaction.
- Relevant information is collected, reviewed, analyzed, and organized to prepare clear and effective reports of high quality in a timely manner. Reports are usually coordinated, prepared and analyzed with minimal errors within specified deadlines.
- Information and work of investigators and research programs is summarized and/or translated into a usable and understandable format for the targeted audience.
- Assists in the full publishing process including editing drafts and abstracts, formatting manuscripts, and incorporating recommendation for revisions.

ELEMENT: DATA COLLECTION AND COMPILATION. Relevant data is collected, reviewed, analyzed, and organized to meet program needs as determined by program/project manager.

The rating official is satisfied that the incumbent usually performs in the following manner.

- Data gathered is typically complete, accurate, and supportive of assigned task.
- Logical conclusions are developed from the data; inaccurate or unsubstantiated statements and areas needing more work are identified and resolved with project lead.
- Working papers are well organized, comprehensive and include necessary background, status, identification of problem areas and options for consideration.
- Programmatic reports are normally coordinated, prepared, and analyzed with minimal errors within specified timeframes.
- Information needed for compilation of reports is effectively tracked and monitored in anticipation of information needs.
- Internal reference files are created and maintained and organized in a manner that others may easily reference them

ELEMENT: GENERAL SUPPORT. Positive contributions are provided to organizational goals through cooperative efforts, personal initiative, and innovation within area of responsibility.

The rating official is satisfied that the incumbent usually performs in the following manner.

- A willingness to assist in a variety of program areas to meet critical deadlines is demonstrated through cooperative efforts and familiarity with others' responsibilities.
- Problems are anticipated and creative approaches are developed to avoid potential situations or solve difficult issues.
- Work is effectively planned, organized, and prioritized to accommodate changing demands and timelines.
- A high level of initiative and commitment towards completing assignments is displayed.
- Program staff and supervisor are kept informed of status of work, indicating work progress, when assistance will be needed to overcome obstacles, when tasks are complete and new work is needed.
- Tactful and effective assistance is provided on matters and issues encountered in the program or project area of the position, a positive working relationship is maintained with others.

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SCIENCE RESOURCE ANALYST

ELEMENT: ADVICE AND GUIDANCE. Assistance is provided by serving as an information resource on program initiatives, programs, policies, and/or procedures to [internal/external customers].

The rating official is satisfied that the incumbent usually performs in the following manner.

- Communications are consistently timely, organized, clear, concise and appropriate to the situation.
- Advice to inquiries about initiatives, mechanisms, and/or scientific opportunities for proposed research typically reflects sound judgment and knowledge of the best use of established mechanisms and procedures.
- Reponses to or referrals of inquiries are typically timely and handled with sensitivity and professionalism, and when required, in consultation with others.
- Verbal, written, and nonverbal forms of communication are consistent with organization policy and followed-up to ensure that information and ideas are clearly understood.